CMS

MEMORANDUM

To: Lead Telecommunications Managers of All Depts., Agencies, Boards and Commissions Under the Jurisdiction of the Governor

From: Jay Carlson, Deputy Director – Bureau Chief, Bureau of Communications and Computer Services (BCCS)

Date: June 15, 2004

Subject: Centrex Lines Audit

By now, you should have received a memo dated April 8, 2004 issued from Lon Monk, Chief of Staff, Governor's Office and Michael M. Rumman, Director, Central Management Services (CMS). It discussed the CMS mandate to standardize and consolidate IT and Telecommunication services used by agencies under the Governor. The intent is to provide cost savings by reducing unnecessary duplication of hardware, software and personnel resources. To realize these savings, CMS has initiated an IT and Telecommunication Rationalization Project, focusing on achieving savings through the review of IT and Telecommunication services, capabilities, processes, and projects.

Currently, there is a discrepancy between the number of CENTREX lines that the State reports they're using based on data from Monies and the number of lines that SBC's data indicates the State is using. EKI, our vendor, will perform a CENTREX line audit to clear up this discrepancy. This is an important part of the Telecom Rationalization project for several reasons: 1) The State pays maintenance on a per line basis, 2) The current CENTREX negotiations have a base commitment that is currently out-of-line with the number of lines that the State reports active via Monies, and 3) In order to justify the deployment of new technologies like VoIP, an accurate number of CENTREX lines and PBX lines must be determined.

On June 15, 2004, EKI will begin verifying numbers that show no usage. Springfield lines will be verified first. This work should require little to no assistance on your part. If a site visit is required, EKI will work through your Agency's Telecom Coordinator to set up a time.

If you have any questions, please contact Mark Zeman from EKI at 773-718-4743.

Thank you.